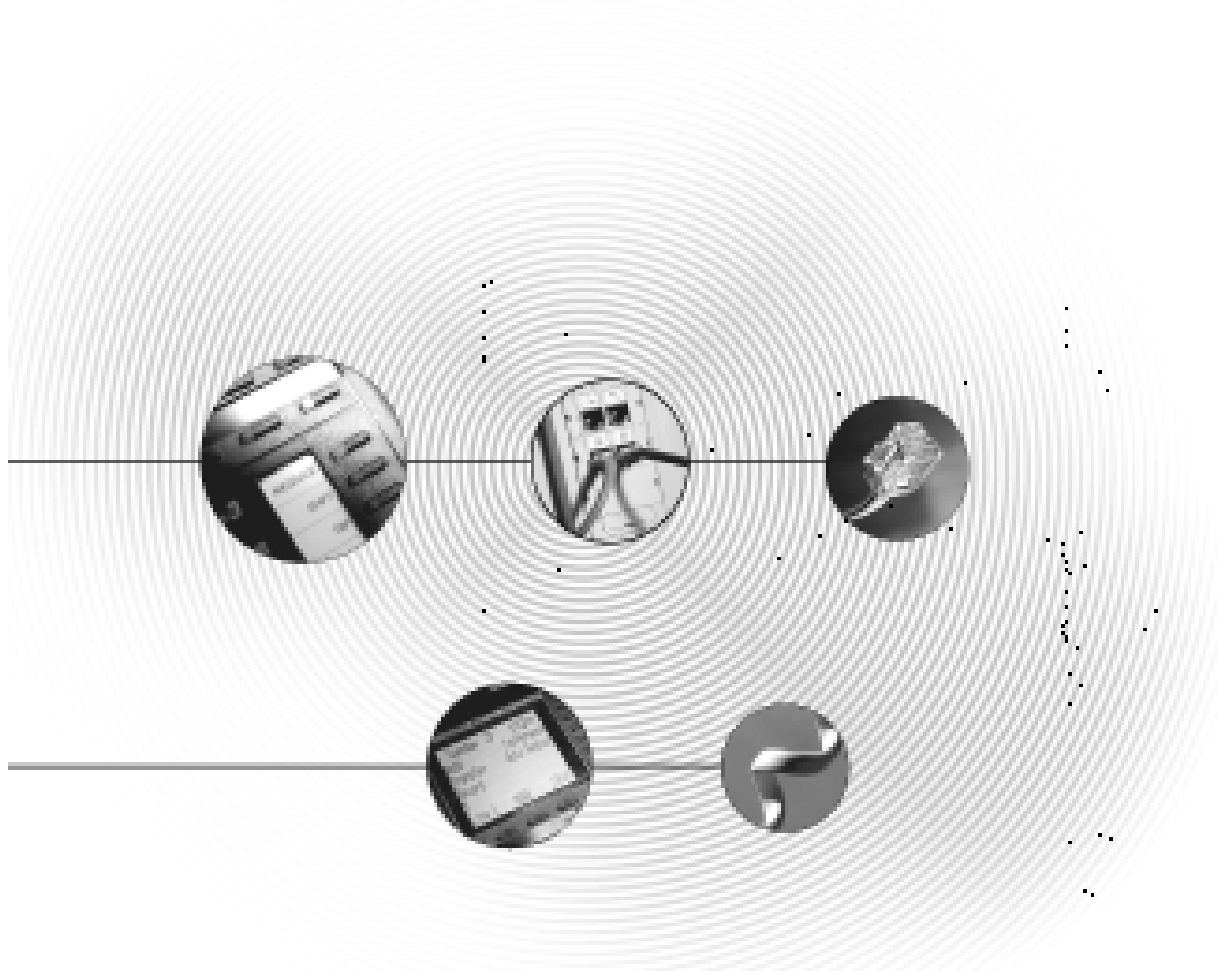


Impact Concierge® Front Desk Attendant's Guide



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printed in U.S.A.

COMDIAL®
The Rising Star

This reference manual applies to the following system and telephone models:

System Models

- Concierge software 4A or above.
- FXII systems with software 17A and later.

Telephone Models

- Impact 8324S-** Rev. A and later.
- Impact 8312S-** Rev. A and later.
- Impact 8024S-** Rev. A and later.
- Impact 8012S-** Rev. A and later.

Contact your Comdial dealer for updates of this as well as other Comdial publications.



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1**Impact Concierge****Introduction**

The Impact Concierge system provides three interfaces: the computer terminal at the front desk, the administrative telephones, and the room telephones. This user's guide contains chapters discussing how to use each interface.

Chapter 2 contains instructions for accessing the Impact Concierge system through the computer terminal at the front desk. The computer terminal allows hotel staff access to the full range of system functions (e.g. do not disturb, a directory of guests and their room numbers, wakeup call status, call access, etc.).

Chapter 3 discusses the administrative telephones, which can be used to perform most of the functions that the front desk terminal can perform.

Chapters 4 and 5 discuss the use of the guest room telephones. Hotel staff can use room telephones for remote answering of attendant stations and for transferring calls (chapter 4). Chapter 5 contains procedures guests use to operate room telephones.

For instructions on the standard features of the Comdial digital telephones, refer to their respective user guides.

Notes

2

Computer Interface

The Impact Concierge Program

The Concierge computer interface is designed for use at the hotel’s front desk. You may perform all system functions from the PC; the PC’s visual interface makes it the quickest and easiest way to access the Concierge system.

To start the Concierge program,

1. Turn on the PC. The Windows 2000 desktop screen appears.
2. The Concierge program should start automatically. Otherwise, you must double click on the Concierge shortcut icon located on the Windows 2000 desktop screen.
3. When the Concierge main screen appears, click on the login button in the upper left corner of the screen. Type your password and press Enter (the default password is user—you must type it in lower case). The main Concierge Front Desk screen appears.

Caution

Impact Concierge is a real-time application in constant communication with the telephone switch. Any other programs running on the Concierge PC may slow or halt the operation of the Concierge program.

Do not load additional software onto the Concierge PC! Load only those programs necessary for Concierge to operate properly. Loading other software programs may cause the Concierge PC to crash!

Check In

Concierge's Check In feature allows you to select an available room from a room display grid and check a guest into that room. Remember that at Check In, credit limit and call access are set according to the default settings as set by the installer, but you may change them at any time. Check in may be done from the front desk PC or from any of the administrative telephones.

To Check In a guest,

1. Go to the Rooms drop down menu and select Status. A room grid appears listing the vacant and occupied rooms.
2. Select a vacant room from the room grid.
(To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)
3. Click on the box of the room you have selected. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.
4. To check a guest into a room, the Condition box in the room summary dialog must display "Made." If using maid codes, you may continue with check in if room is unmade.
5. Highlight the name in the Guest Name box and replace it with the guest's name.
6. Click the Check In box in the lower part of the Room Summary dialog. The Room Status will change from "Vacant" to "Occupied."
7. If the guest's room has a direct inward dial (DID) extension, it will appear in the Room Summary dialog. You will want to tell the guest what the DID extension is, along with the hotel's 3-digit prefix.
8. Click Close to enter these new settings in the system.



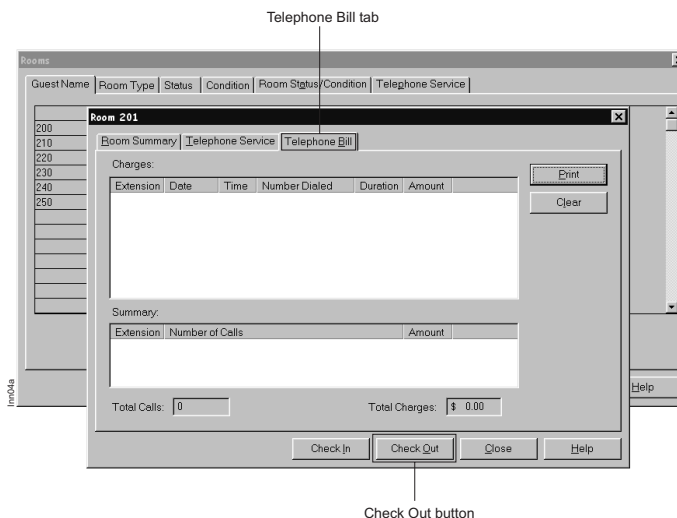
Check In Dialog

Check Out

The Check Out feature allows you to check a guest out of an occupied room and print the guest's bill. The system will notify you if the guest's telephone is not idle or if there are any messages for the guest. Check out can be done from the front desk PC or from any of the administrative telephones.

To Check Out a guest,

1. Go to the Rooms drop down menu and chose Names. A room grid appears listing the name of each guest.
2. Select the guest's room by clicking on the guest's name.
(If you need to identify the room by number instead of the guest's name, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)
3. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.
4. To print the guest's bill, click on the Telephone Bill tab. Click on the Print button to print the guest's phone bill.
5. Clear the Telephone Bill tab by clicking the Clear button. Depending on how the system is configured, you may also have to enter a password. (If the phone bill is greater than \$0, it must be cleared before Check Out can be completed.)
6. Click on the Check Out button to clear all of the current settings for the guest's room. This action changes the status of the room to Vacant, and returns the call access settings to the Check Out defaults.



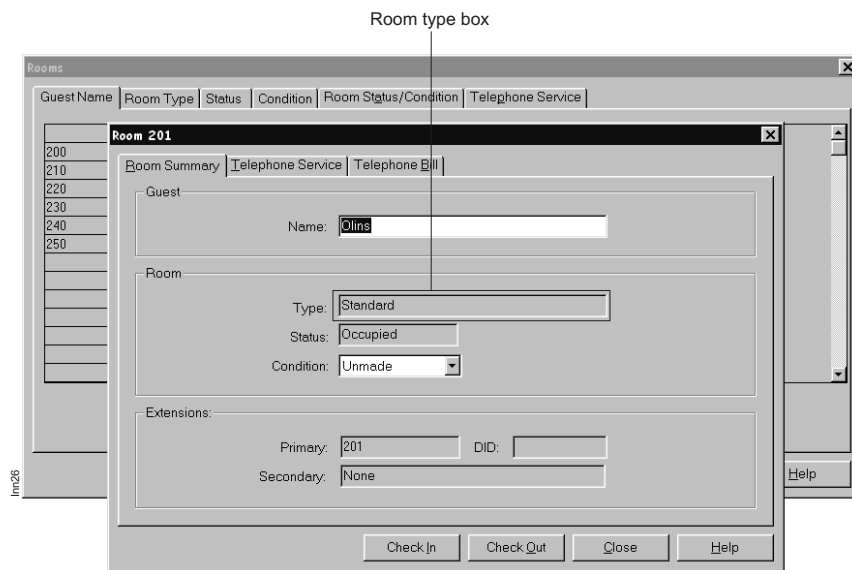
Check Out/Phone Bill Dialog

Room Type

The Room Type feature displays a brief description of each room. The installer entered the room descriptions, which are displayed in the Room Type grid and in the Room Type box in the Room Summary dialog. Possible room descriptions might be: Poolside, Non-smoking, Smoking, Suite, Single, Double, etc.

To view the Room Type,

1. Go to the Rooms drop down menu and select Room Type. The Room Type grid appears, displaying a room description in each box,
—OR—
if you are looking at the Room Summary dialog, check the Room Type box to see the room description.



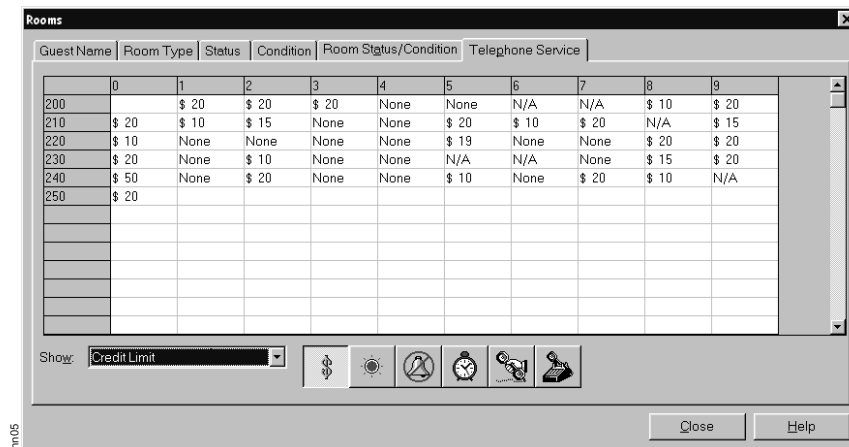
Room Type Dialog

Credit Limit

The Credit Limit feature allows you to set the maximum bill on a guest's telephone. If a guest exceeds a credit limit, the PC sets all call access or partial call access to "Deny," as programmed by the installer. The system will not disconnect a current call if the credit limit is exceeded during the call. A credit limit setting of "0" indicates unlimited credit. You can set the credit limit from the front desk PC or from any of the administrative telephones.

To set the Credit Limit for a guest,

1. Go the Rooms drop-down menu and select Credit Limit. A room grid appears listing the credit limit for each room. (An "N/A" indicates the room is vacant.)
2. Select the room for which you want to set or change the credit limit.
(To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)
3. Click on the room you have selected to display the Credit Limit dialog.
4. To change the credit limit setting for a guest, use the mouse to swipe across the current credit limit setting. Enter the new credit limit, or enter "0" for unlimited credit.
5. Click the Close button to enter the new setting in the system.



Credit Limit Dialog

Direct Inward Dialing

Direct Inward Dialing (DID) provides guests with a personal phone number while staying at the hotel. The feature is particularly useful for commercial travelers, who can provide the number to their local contacts. Any calls to this number will ring directly at the guest phone, bypassing the hotel operator.

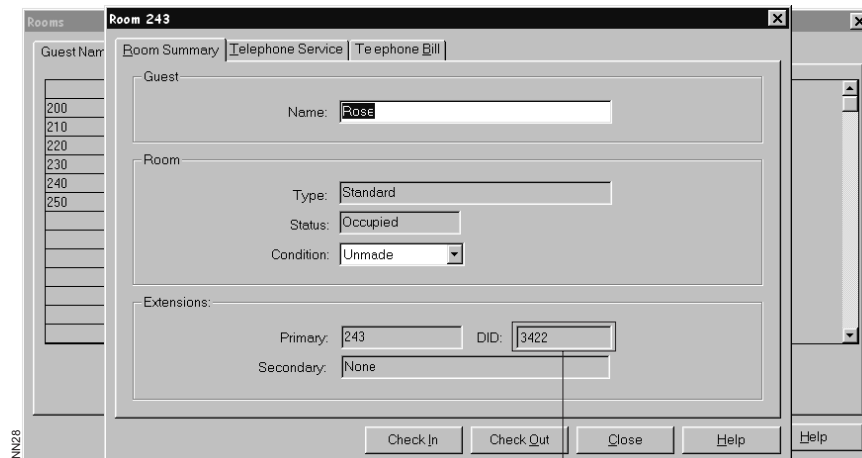
Upon check-in, guests are automatically assigned a DID number, which is added to the area code and local exchange number to form the 10-digit direct-dial number. Other guests calling from within the hotel do not have to use the DID number. Calls to the hotel's listed directory number can still be transferred to the guest room in the usual manner. Upon check-out, the system clears the DID number for that guest so Concierge can assign it to another guest.

To identify a DID number,

1. From any of the room summary dialogs, click on the room whose DID number you want to identify.

(To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)

2. The Room Summary dialog appears. In the Extensions section, at the bottom, there is a DID box showing the room's DID number.



DID Number

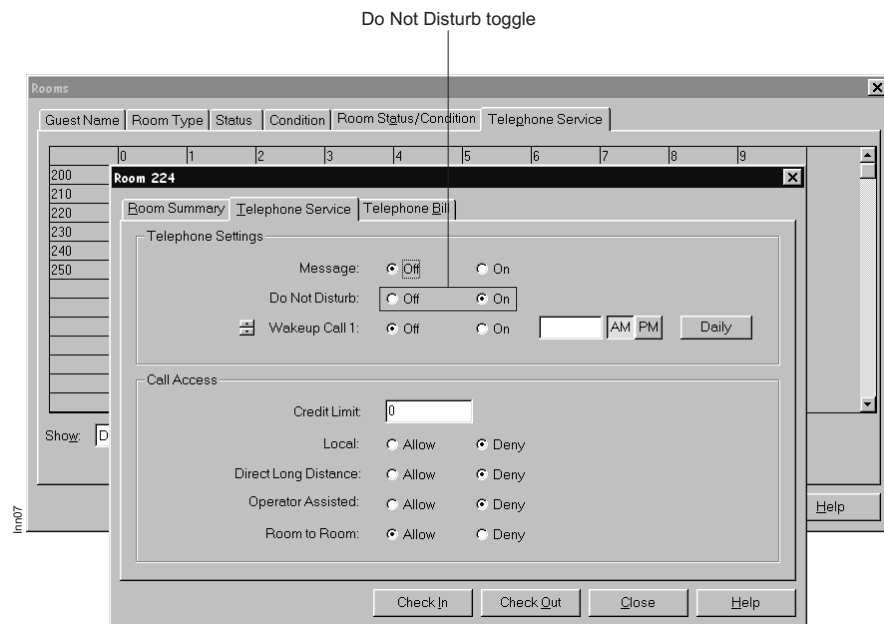
DID Number

Do Not Disturb

The Do Not Disturb (DND) feature prevents the guest's telephone from ringing.

To program Do Not Disturb,

1. Go to the Rooms drop down menu and select Do Not Disturb. The Do Not Disturb grid appears. Every entry in the dialog box displays the word "On" or "Off" to indicate the DND setting.
2. Find the room number for which you want to set or clear DND.
(To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)
3. Click on the box of the room you have selected. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.
4. Turn Do Not Disturb on or off by clicking the appropriate icon. Click the Close button to enter the change in the system.



Do Not Disturb Dialog

Condition

The standard Concierge guest room condition settings are Made, Unmade, and Maintenance. You can change these settings from the Concierge PC, administrative telephones, or room telephones.

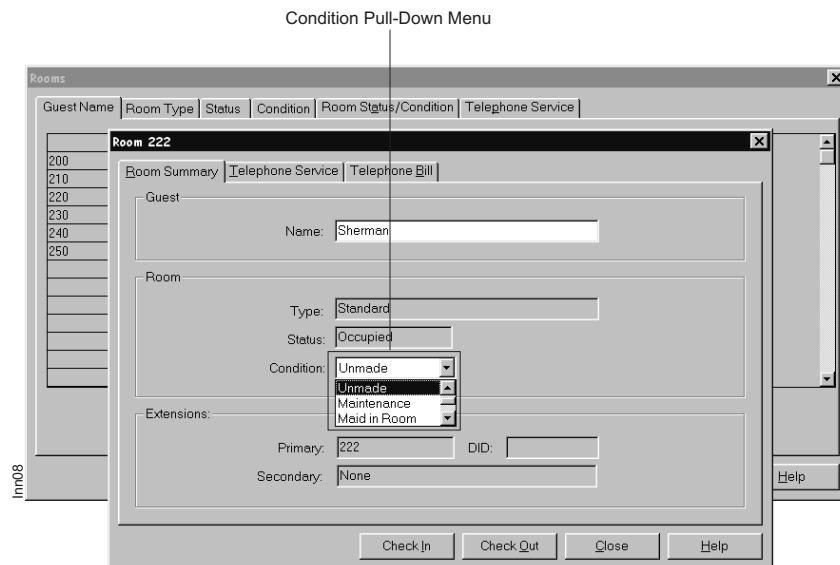
When using a Property Management System (PMS) interface such as the Hitachi PMS, additional room condition settings are available for use by the PMS. In the case of the Hitachi PMS, these condition settings consist of the following:

- Made,
- Unmade,
- Maintenance,
- Maid in Room,
- Inspection (Required),
- Out of Order,
- Reserved.

You can change PMS settings from the Concierge PC or room telephones, but not from administrative telephones.

To change the Condition setting from the PC,

1. Go to the Rooms drop down menu and select Condition. A room grid displaying the condition of each room appears.
2. Find the room number for which you want to change the room Condition.
(To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)
3. Click on the box of the room you want to select. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.
4. Click on the Condition drop-down dialog and change the room condition by clicking on the appropriate setting.
5. Click Close to enter the new setting in the system.



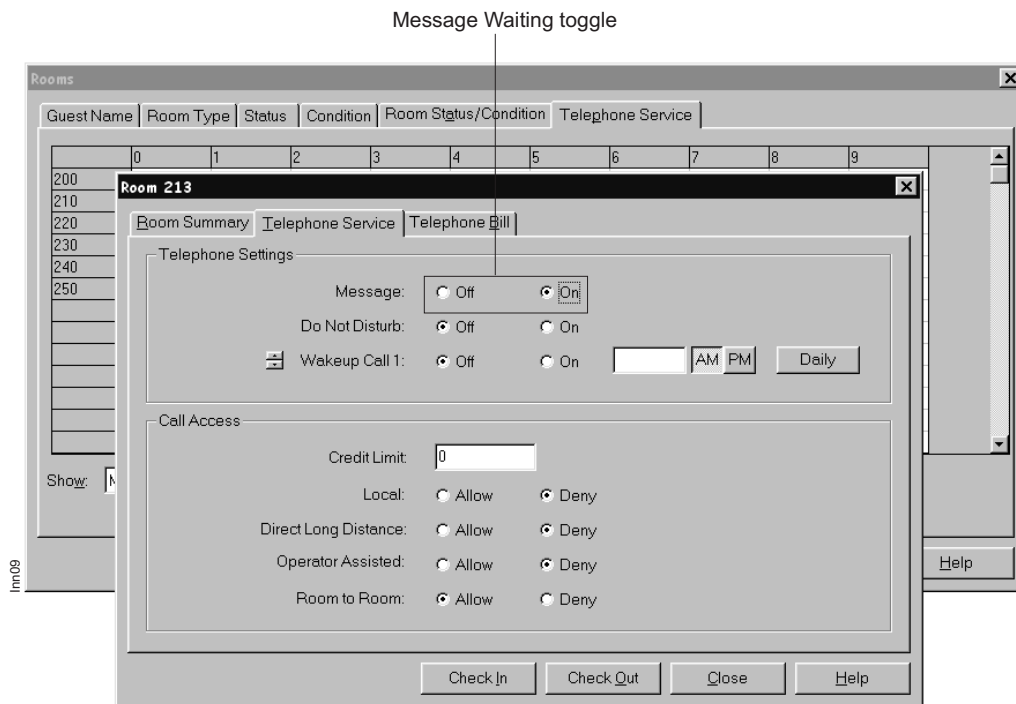
Room Condition Dialog

Message Waiting

Use the Message Waiting feature to set or clear the message waiting lamp and/or the broken dial tone on the guest telephone.

To program Message Waiting,

1. Go to the Rooms drop down menu and select Message. The Message dialog box appears. Every entry in the dialog box displays one of the following conditions:
 - None
No message
 - Desk
Guest should call the main desk to hear a message
 - Voice
Voice mail message (if your Concierge system is equipped with voice mail)
 - Both
Voice mail message and a desk message waiting for the guest
2. Find the room number for which you want to set or clear Message Waiting.
(To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)
3. Click on the box of the room you have selected. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.
4. Click the Telephone Service tab.
The Message option is at the top option of the Telephone Service dialog. Select either On or Off and click on the Close button.



Message Waiting Dialog

Call Access

Call Access controls the types of calls guests can make from their room telephones. There are three categories of call access: Local Access (local calls), Direct Access (long distance calls), Operator Access (operator-assisted calls), and Room Block (calling other guests).

Local Access

Calls made within the local dialing area.

Direct Access

Direct long distance access. Allows a guest to place a long distance call from the room without having to go through an operator or a desk attendant.

Operator Access

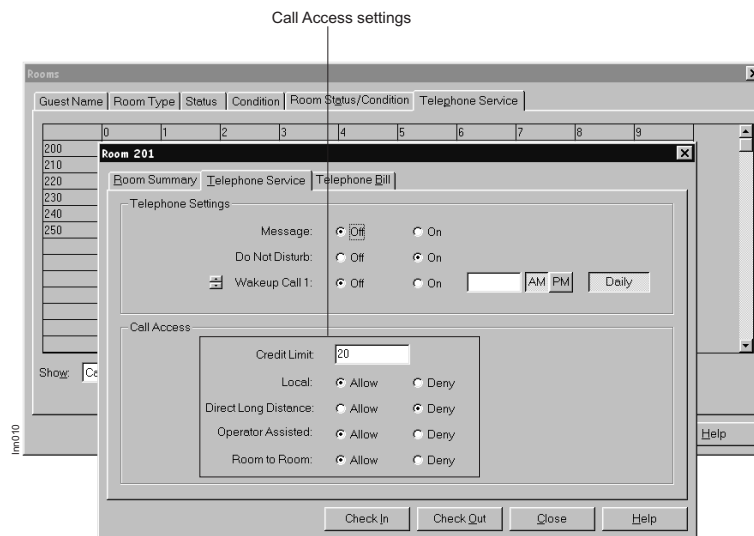
Allows a guest to make a long distance call only with assistance from an operator.

Room Block

When enabled, prevents the guest from calling other guests.

To program Call Access,

1. Go to the Rooms drop down menu and select Call Access. The Call Access dialog box appears. The letters in the rectangles represent the following types of call access:
 L—(Local Access)
 D—(Direct Access)
 O—(Operator Access)
 R—(Room Block Enabled)
2. Find the room number for which you want to set Call Access.
 (To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)
3. Click on the box of the room you have selected. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.
4. Click on the Telephone Service tab.
5. Select either Allow or Deny for Local, Direct, or Operator Access.
6. Select either On or Off for Room Block.
7. Click the Close button when finished setting each type of access.



Call Access Dialog

Wakeup Call

You can program a wakeup call up to 24 hours in advance. The system allows two wakeup calls per room. When the system issues a wakeup call, the guest's telephone rings for one minute or until he or she answers it. If the first wakeup attempt is not answered, the system waits one minute and issues another wakeup call. If the guest does not answer by the third wakeup call attempt, the system generates a "Wakeup Call Not Answered" alarm.

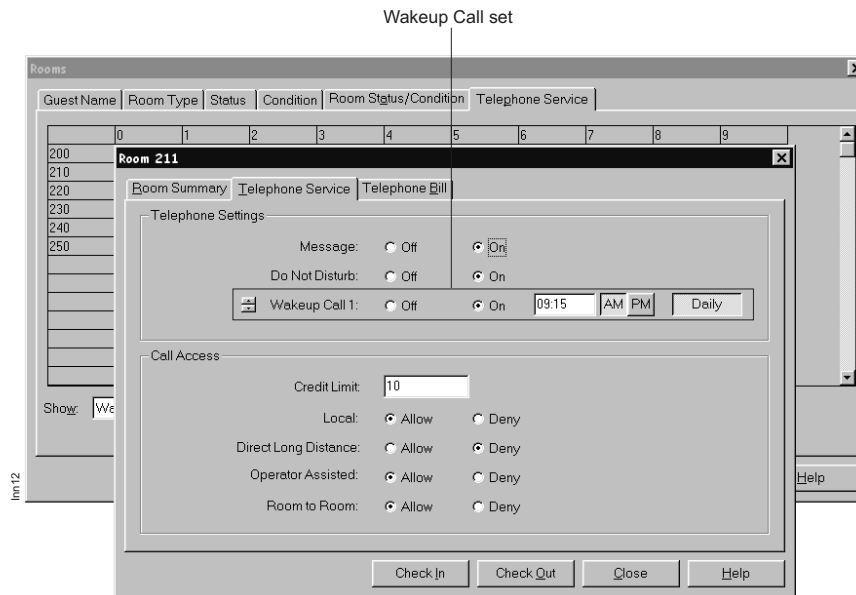
If the system goes down or is shut down, the wakeup call settings are saved and are still valid when the system is restarted.

To program a Wakeup Call,

1. Go to the Rooms drop down menu and select Wakeup Call. The Wakeup Call dialog box appears. Each rectangle will display one of the following wakeup states:
 - Ringing
Wakeup call is in progress
 - Waiting
System is waiting between wakeup call attempts
 - Not answered
None of the wakeup call attempts were answered
 - Answered
The wakeup call was answered
 - None
No wakeup is set
 - hh:mm (am/pm)
Wakeup time that is set
2. Find the room number for which you want to set a wakeup call.
3. Click on the box of the room you want to select. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.
4. Click the Telephone Service tab.
5. Enter a time in the wakeup time box using the hh:mm format. Select AM or PM by clicking the appropriate button.
6. Turn on the wakeup call option by clicking the On button.

7. If you wish to set the wakeup call to occur every day at the same time, click the Daily button. This causes the system to reset an answered wakeup call. If the wakeup call is not answered, the system clears the Daily setting.
8. If you want to set another wakeup call, use the arrow buttons to select Wakeup Call 2 and then repeat steps 5-7.
9. Click on Close.

NOTE: Concierge only records information about wakeup calls set using Concierge's Wakeup



Call feature. If you use the voicemail's wakeup call feature, Concierge will not record or display any wakeup call information.

Telephone State

Use the Telephone State dialog to view the current status of the guest telephones.

To view Telephone States,

1. Go to the Rooms drop down menu and select Telephone State. The Telephone State grid appears.
2. Find the room number for which you want to view the Phone State.
(To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)

3. The Telephone States that the system displays are as follows:

Disabled

Guest telephone is disabled or removed.

Idle

Guest telephone is on-hook and not on any type of call.

(intercom number)

Guest telephone is on an intercom call.

L + (line number)

Guest telephone is on an outside call using the line that is displayed.

Maid

Maid is entering an ID.

4. If you wish to view the room summary dialog, click on the box of the room you have selected.

5. Click Close to exit Telephone States.



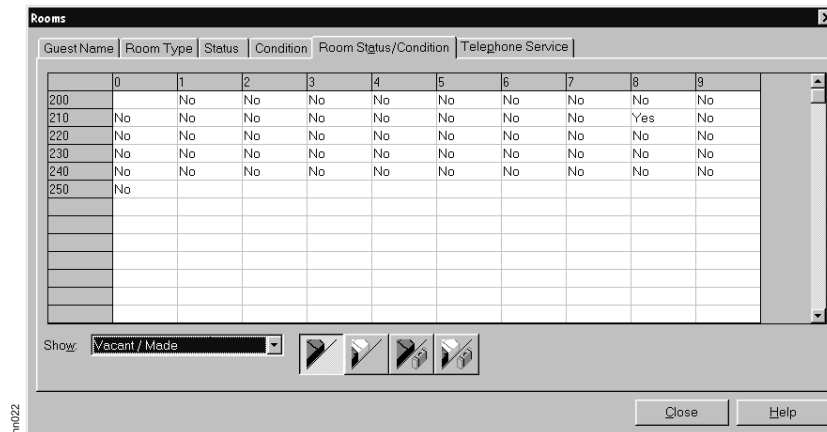
Telephone State Dialog

Room Status/Condition Grids

There are four Room Status/Condition grids: Vacant/Made, Vacant/Unmade, Occupied/Made, Occupied/Unmade. Each grid box displays Yes or No to indicate if the room meets the criteria of the selected Status/Condition grid.

To view the room status/condition grids,

1. Go to the Rooms drop down menu and select either Vacant/Made, Vacant Unmade, Occupied/Made, or Occupied/Unmade.
The Room Status/Condition grid you selected appears.
2. Each box in the grid displays Yes or No to indicate if it matches the type of Status/Condition grid selected.
3. If you wish to view the Room Summary dialog for a particular room, click on the box of the room you want. Check the number in the upper left hand corner to make sure it is the room you want.
(To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)
5. You can change the type of grid displayed (Vacant/Made, Vacant/Unmade, Occupied/Made, or Occupied/Unmade) by using the “Show:” drop-down menu, or by using the icons at the bottom of the dialog.
6. Click Close to exit the Room Summary dialog.



Room Status/Condition Grid

Calls Dialog

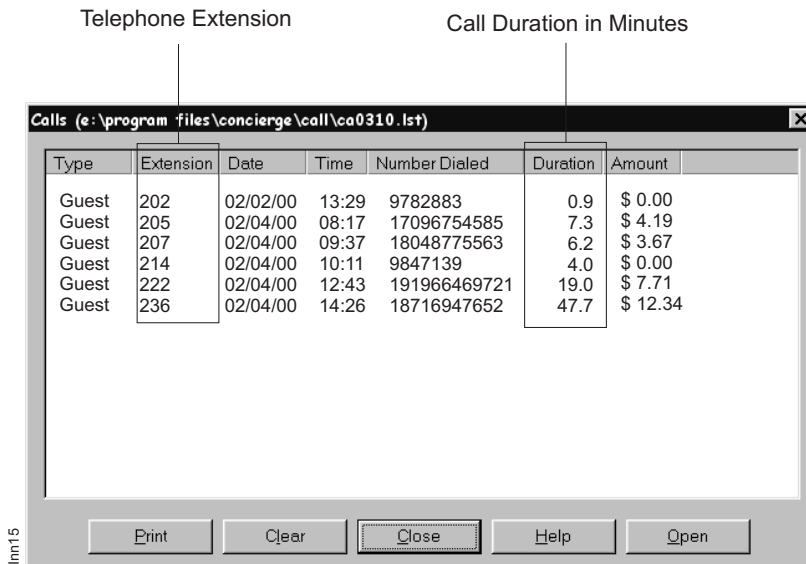
The Call Display feature allows the user to view SMDR information in real time. When a call is completed, the new call will appear in the window. Users can print call information or clear it from the screen.

To view the Calls dialog,

1. Select Calls from the menu bar at the top of the screen, or press F3. The Calls dialog appears.
2. If you want to display previous log files, click the Open button, then double-click the log file you want to view. (Note that Concierge will only show real-time updates if you are viewing the current day's log file.)
3. To print the information in the Calls dialog, click the Print button.
4. If you wish to clear the screen, click the Clear button. Doing this will eliminate all current call information.

NOTE: If the Manager Password feature is enabled, you will not be able to clear the Calls dialog without entering a manager password. The default manager password is "man."

5. Click the Close button when you are finished with the Calls dialog.



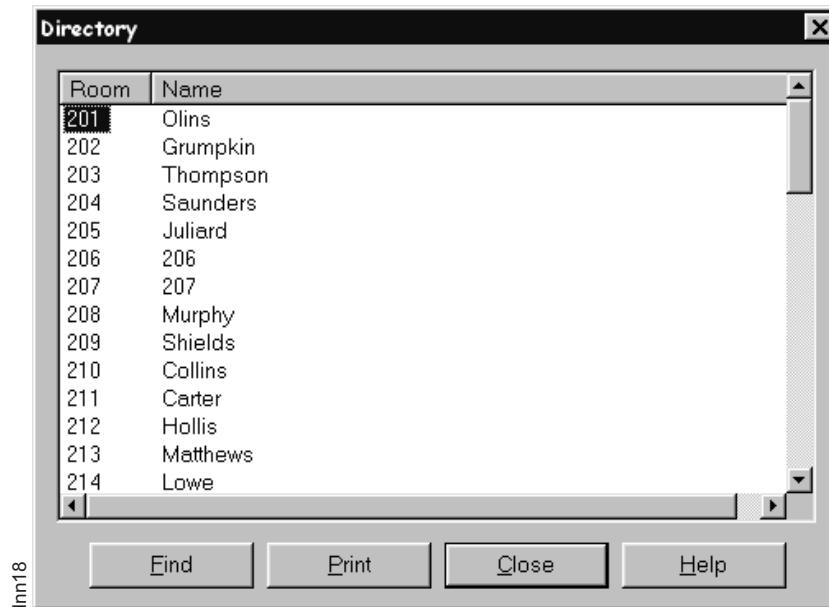
Calls Dialog

Directory

The directory dialog allows you to sort information by guest name or by room number. By default the directory is sorted by room number, but clicking on the Name label sorts the directory alphabetically by guest name. Clicking on the Find button allows you to search the directory for a specific name or room number. The system highlights the appropriate room numbers in the list box. Double clicking on a room number brings up the room summary dialog.

To view the Directory,

1. Click on Directory in the toolbar at the top of the screen. The Directory dialog box appears. At default the directory is sorted by room number, but clicking on the Name label at the top of the dialog sorts the directory alphabetically by guest name.
2. You can scroll through the list or use the Find button to locate a specific name or room number. Double clicking on an item brings up the room summary dialog.
3. If you wish to print the directory of rooms and guest names, click the Print button.
4. Click the Close button to exit the Directory dialog.



Directory Dialog

Printouts

The Printouts drop down menu allows you to print the following reports:

Alarm

A printout of all alarms in the system (same printout as from the Alarms dialog).

Audit

Prints guest and administrative telephone bill, listing each telephone separately. Each bill contains calls made since the last audit report. The installer can set up Concierge to print this report automatically once a day.

Maid

Prints the daily maid report (same as printing from the Daily Maid Statistics Dialog).

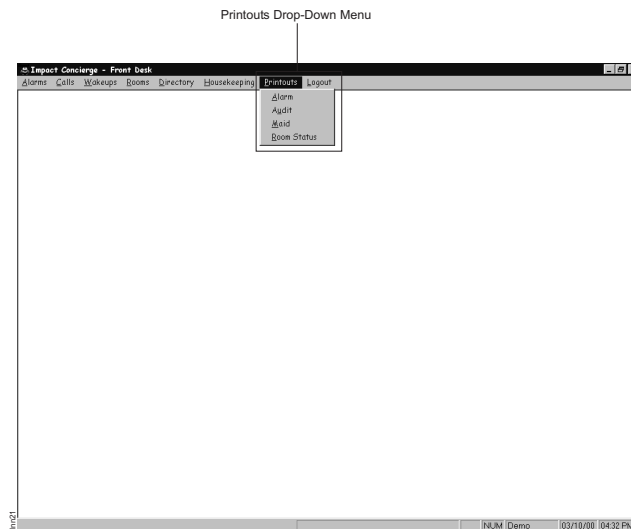
Room Status

Prints room status and condition of all guest rooms. The installer can set up Concierge to print this report automatically once a day.

The installer can set up Concierge to print the reports automatically on a daily basis.

To print the reports,

1. Go the Printouts drop down menu and select the report you wish to print by clicking on the appropriate word (Alarm, Audit, Maid, or Room Status).



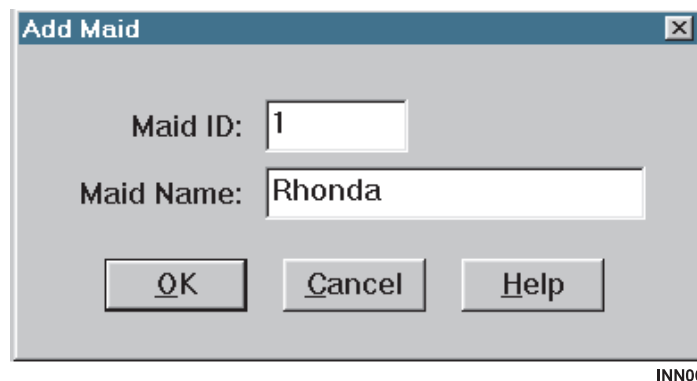
Printouts Drop-Down Menu

Housekeeping

The Concierge system supports up to 50 maids. The front desk attendant enters each maid's name and identification number. The system maintains daily and yearly statistics for each maid, including number of rooms entered, number of rooms cleaned, minimum, maximum, and average time spent in a room.

To enter maid names and identification numbers,

1. Click on Housekeeping in the toolbar at the top of the screen. The Housekeeping dialog appears.
2. To add a maid to the list, click the Add Maid button. The Add Maid dialog appears.
3. Enter the maid's name and ID number (each maid must receive a unique ID number between 1 and 999) by positioning the cursor in the appropriate box and entering the new information.
4. Click the OK button to enter the maid's name (up to 20 characters) and identification number in the system. Each time you wish to add a new maid to the system, you must click the Add button to view the Add Maid dialog. The system will hold up to 50 maids' names and identification numbers.
5. Click Close to exit the Housekeeping dialog.



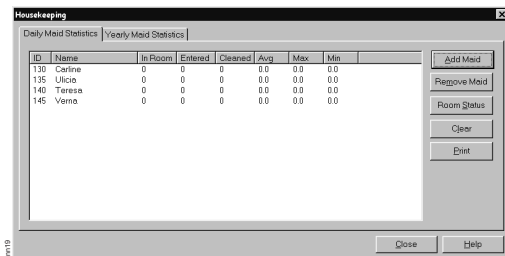
Add Maid Dialog

Daily and Yearly Maid Statistics

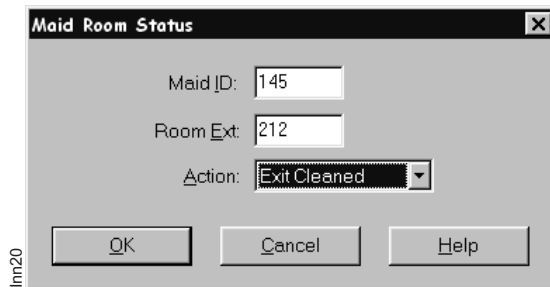
The Daily and Yearly Maid Statistics dialogs display statistics for all maids in the system. Both dialogs update information in real time. The In Room column shows the maid's current location.

To view the Maid Statistics dialogs,

1. From the Housekeeping dialog, select either the Daily Maid Statistics tab or the Yearly Maid Statistics tab.
2. The statistics dialog you selected appears. The In Room column shows the maid's current location.
3. Click the Print button if you wish to print the statistic report for all maids.
4. Click the Clear button and enter your password when prompted if you wish to clear statistics for all maids.
5. To enter or remove a maid from a room using the Concierge PC,
 - a) Click on the Room Status button.
The Maid Room Status dialog appears.
 - b) Enter the maid's ID and room extension in the appropriate boxes.
 - c) Select the action (Enter Room, Exit Cleaned, or Exit Uncleaned) from the Action pull-down menu.
 - d) Click OK.
6. Click the Close button to exit the Housekeeping menu.



Maid Statistics Dialog



Maid In Room Dialog

Alarms Display

The system displays alarms in the alarm window as they occur. You can use the alarm window to acknowledge, clear, or print the alarms. Alarms that are in repeat mode and have not been acknowledged will appear highlighted. Alarms that have been acknowledged will not be highlighted.

To view the Alarms dialog,

1. Click on the Alarms button in the upper left part of the Concierge screen, or press F2.
2. If you want to display previous Alarm log files, click the Open button, then double-click the log file you want to view. (Note that Concierge will only show real-time updates if you are viewing the current day's log file.)
3. You can Close, Print, Clear, or Confirm by clicking on the corresponding button.

NOTE: If the Manager Password feature is enabled, you will not be able to clear the Alarms dialog without entering a manager password. The default manager password is "man."

Alarm Types

The system displays ten types of alarms:

Telephone Removed

A proprietary telephone is unplugged.
Will not indicate if an IST telephone is unplugged.

Emergency Number Dialed

Guest dials a number matching an entry in the emergency number table.

Wakeup Call Not Answered

Guest does not answer a wakeup call.

—OR—

Wakeup call was not issued because system was powered down.

The system issues the Wakeup Call Not Answered alarm after three wakeup call attempts. (The Wakeup Call Not Answered alarm only works for Wakeup Calls set using Concierge's Wakeup Call feature. If you use the voicemail's wakeup call feature, Concierge will not issue an alarm in the event of an unanswered wakeup call, nor will the wakeup call appear in the Concierge logs.)

Vacant Room Call Attempt

Outgoing call attempt from a vacant guest room.

Credit Limit Exceeded

Guest bill exceeds the guest credit limit. This alarm occurs after a call has been completed and will not disconnect a call in progress.

Telephone Off Hook

Guest telephone is off hook for extended period of time as programmed by the installer.

System Stopped and System Started

Displays time and date of system shutdowns and startups.

Switch Connection Lost

The connection to the digital communications system is not functioning.

PMS Connection Lost

The connection between the Concierge PC and the property management system (PMS) is not functioning.

SMDR Connection Lost

The connection between the Concierge PC and the SMDR serial port on the PMS is not functioning.

Alarm Modes

The alarm modes are as follows:

Off

System ignores the alarm.

On

When an alarm is set to On, the system does three things each time an alarm occurs:

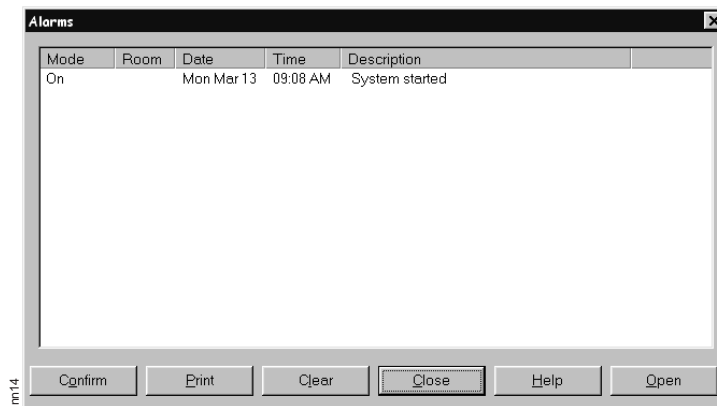
- records an occurrence of the alarm in the Alarm Log File,
- displays the alarm on the status bar for 10 seconds,
- causes the Concierge PC to beep once.

Repeat

An alarm set to Repeat mode behaves like an alarm set to On except that it beeps periodically, pops open the Alarms dialog, and appears continuously in the status bar until you acknowledge the alarm through the Alarm dialog. If the alarm dialog is closed or minimized without being acknowledged, it will reopen periodically until it is acknowledged. When programmed by the installer, an alarm set to Repeat mode also rings the Message Waiting administrative telephone and displays an alarm message in its LCD.

Popup

The Popup setting is exactly like the Repeat setting, except that it only occurs once—if the Alarm dialog is closed or minimized, it will not open again. When programmed by the installer, an alarm set to Popup mode also rings the Message Waiting telephone and displays an alarm message in its LCD.



Alarms Dialog

Wakeups

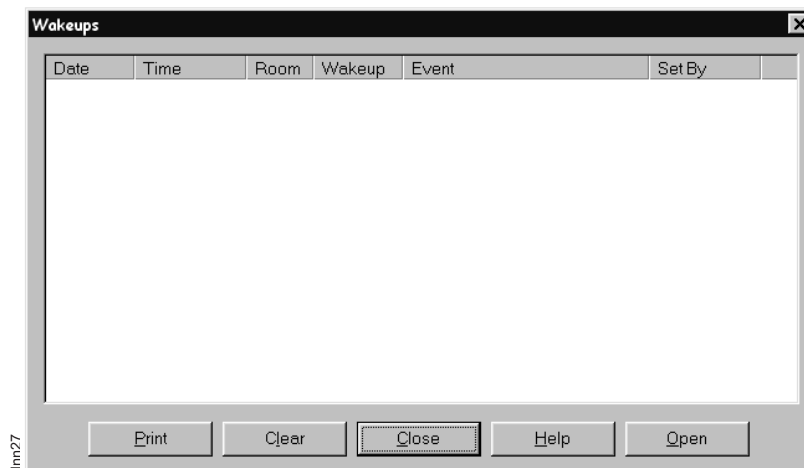
The system displays wakeup calls in the Wakeups dialog as they occur. It displays when a wakeup call is set, when the system starts and stops ringing the guest room telephone, and when the wakeup call is answered (or not answered). You can use the Wakeups dialog to view current or previous wakeup logs, and to clear or print the logs.

NOTE: The Wakeups dialog only displays information about wakeup calls set using Concierge's Wakeup Call feature. If you use the voicemail's wakeup call feature, Concierge will not display any wakeup call information.

To view the Wakeups dialog,

1. Click on the Wakeups button at the top of the Concierge screen.
2. If you want to display previous Wakeup log files, click the Open button, then double-click the log file you want to view. (Note that Concierge will only show real-time updates if you are viewing the current day's log file.)
3. You can Close, Print, or Clear, by clicking on the corresponding button.

NOTE: If the Manager Password feature is enabled, you will not be able to clear the Alarms dialog without entering a manager password. The default manager password is "man."



Wakeups Dialog

Notes

3

Administrative Telephone Interface

Administrative Telephones

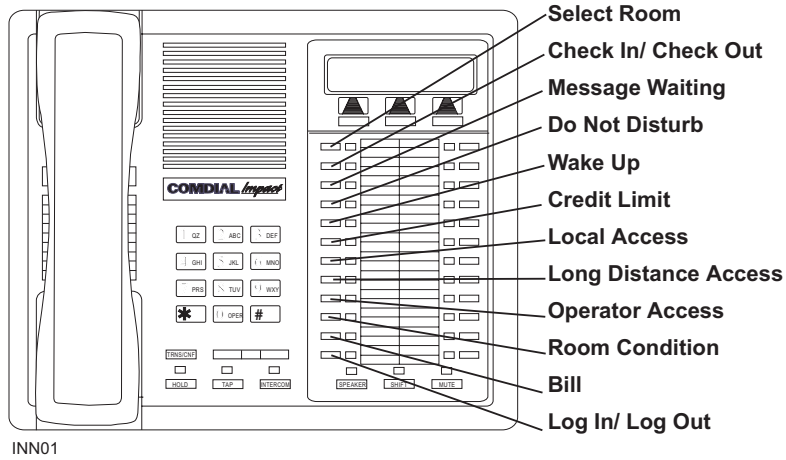
The Concierge administrative telephones offer most of the features available from the computer terminal. Administrative telephones add to the usability of the system by increasing the number of stations available to perform guest telephone programming. For example, a guest might call the front desk attendant to request a wake up call—the desk attendant can program the wake up call from the administrative telephone while still on the call with the guest.

Use the installer-programmed Feature Access buttons to access the following features:

- Log In/ Log Out,
- Select Room,
- Check In/ Check Out,
- Message Waiting,
- Do Not Disturb,
- Wake Up,
- Credit Limit,
- Local Access,
- Long Distance Access,
- Operator Access,
- Room Condition,
- Bill,
- Room Block,
- Alarms,
- Adding An Extension,
- Heartbeat.

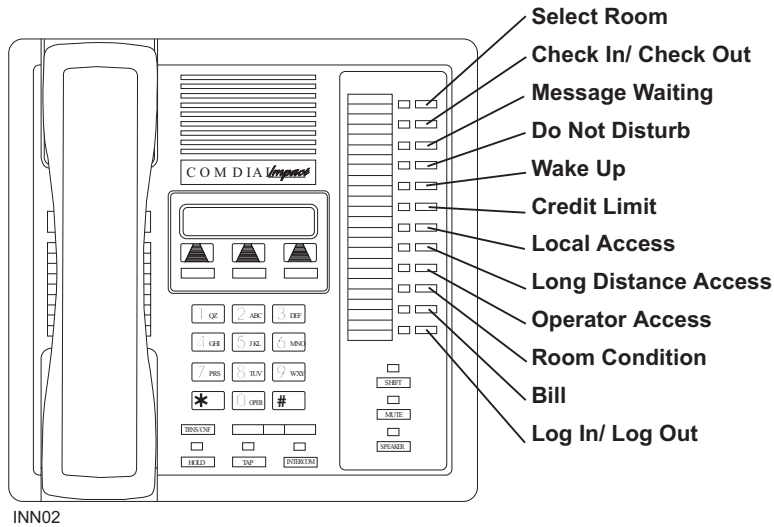
Feature Access Button Locations

The Comdial telephones pictured below can be used as administrative telephones with the Concierge system. Suggested feature access button locations for most features are illustrated. Use the supplied labels to identify feature button locations.



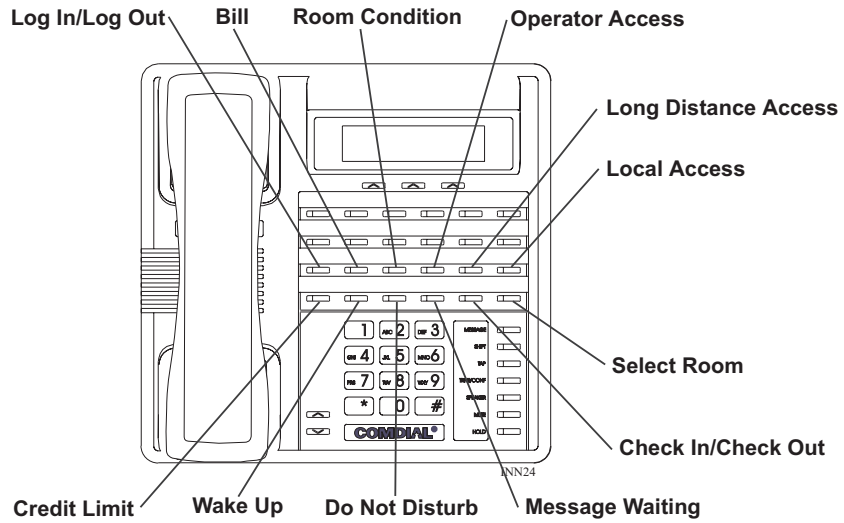
INN01

Impact 8024S-** LCD Speakerphone

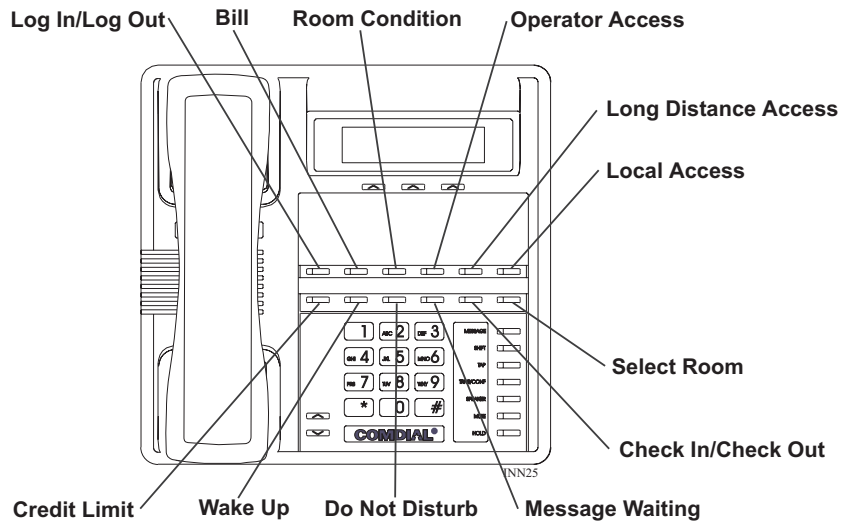


INN02

Impact 8012S-** LCD Speakerphone



Impact 8324S-** LCD Speakerphone



Impact 8312S-** LCD Speakerphone

Feature Access Button Functions

Administrative functions are performed using the Feature Access buttons on the administrative telephones. Refer to the following chart for a description of each button and its function.

Feature	Description
Log In/ Log Out	Pressing the Log In/ Log Out button logs the administrative telephone in or out of the Concierge system. Remember that none of the Feature Access buttons will function until you are logged in. Red LED = Logged Out. Green LED = Logged In.
Select Room	After log in, the telephone display prompts you for a room selection. Pressing the Select Room button allows you to make additional entries based on the display prompts. Pressing Select Room while viewing a room closes that room and prompts the user to select a new room. Red LED = No room selected. Green LED = A room is currently selected.
Check In/ Check Out	During a room view, pressing the Check In/Check Out button toggles between the Check In feature and the Check Out feature. The system will only allow Check In to a room that is made and vacant. Check Out can only occur with a room that is occupied. During Check Out, the system prompts the user to print the guest bill, and notifies the user if the guest telephone is not idle. Green LED = Checked in. Clear LED = Nobody checked into room.
Message Waiting	During a room view, pressing the Message Waiting button toggles message waiting on and off, and sets a DESK display on the Concierge Message Dialog to indicate that the front desk set the message waiting condition. Green LED = Message Waiting is set.
Credit Limit	During a room view, pressing the Credit Limit button displays the credit limit and editing prompts, allowing the user to change the credit limit for a room telephone. Green LED = Credit Limit is set. Clear LED = No credit limit is set.
Do Not Disturb	During a room view, pressing the Do Not Disturb button toggles the do not disturb condition on and off. Green LED = DND on.

Feature	Description
Wake Up	<p>During a room view, pressing the Wake Up button allows the user to view, set, and cancel wake up calls. When you set a wake up, the system automatically selects AM; if this is wrong, use the interactive buttons to toggle the setting from AM to PM. When the setting is correct, press the SET interactive button and then press the QUIT interactive button. (Interactive buttons are located under the telephone's LCD.)</p> <p>Green LED = Wake up is set. Clear LED = No wake up is set, or a wake up call has been answered. Flashing Green LED = Wake up call in progress. Flashing Red LED = Wake up call is not answered.</p>
Local Access	<p>During a room view, pressing the Local Access button allows or denies local call access to the room telephone.</p> <p>Green LED = Local access allowed.</p>
Long Distance Access	<p>During a room view, pressing the Long Distance Access button allows or denies long distance access to the room telephone.</p> <p>Green LED = Long distance access allowed.</p>
Operator Access	<p>During a room view, pressing the Operator Access button allows or denies operator access to the room telephone.</p> <p>Green LED = Operator access allowed.</p>
Room Condition	<p>During a room view, pressing the Room Condition button displays the current Room Condition (“made” or “unmade”). The user may also change the room condition by using the Room Condition button to toggle between “made” and “unmade”.</p> <p>Green LED = Room is made.</p>
Bill	<p>During a room view, pressing the Bill button displays the current telephone bill for that room, and prompts the user with softkey options to print or clear the bill.</p> <p>Green LED = There is a telephone bill.</p>
Room Block	<p>During a room view, pressing the Room Block button toggles room block On or Off on the room telephone.</p> <p>Green LED = Guest calling denied (Room Block on).</p>
Alarm	<p>Press Alarm button when flashing to acknowledge an active alarm.</p> <p>Flashing Red LED = An alarm condition is active. Solid Red LED = An alarm condition is in the log.</p>
Add Extension	<p>Press the Add Extension button to dynamically assign a wireless extension telephone to a guest room at check in.</p>

Using the Administrative Telephones

Administrative telephones can perform most of the functions that the Concierge PC performs. During a room view you can use the Feature Access buttons (described in Feature Access Button Locations, beginning on page 31) to check or set any of the room settings.

To view a guest room from an idle telephone,

1. Press the Login/Logout button (see Feature Access Button Locations, beginning on page 31, for the button locations on your telephones). Depending on system programming, the display may change immediately to the Enter display (step 3).
2. Press the Select Room button.
3. Enter the number of the room you wish to view.
4. Press the Enter softkey (softkeys are located under the LCD).
5. The display shows the room number and, in the upper right, the room's DID number if it has one.
6. Use the Feature Access buttons to view or change guest room settings (refer to Feature Access Button Functions, beginning on page 34).
7. Press the Login/Logout button to return to normal telephone operation, or press the Select Room button to view another room.

To view a guest room while on an intercom call with the guest,

NOTE: To view a guest room while on a call, the administrative telephones must be set to automatic or semi-automatic mode by the installer.

1. If your telephone is programmed for Automatic mode, you don't need to do anything to access guest room features—they will automatically be active when you receive a call from a guest telephone.
If your telephone is programmed for Semi-Automatic mode, you will have to press the Login/Logout button to access guest room features when you receive a call from a guest. You do not need to select a room because Concierge automatically selects the current extension.
2. Use the Feature Access buttons to view or change guest room settings (refer to Feature Access Button Functions, beginning on page 34).
3. Press the Login/Logout button to return to normal telephone operation, or press the Select Room button to view another room.

Adding Wireless Extensions

This feature allows you to add a wireless extension to a guest room during or after check in. Concierge treats a wireless extension as a data extension; it rings when the room extension rings and appears on the guest bill. When a guest checks out, the system automatically removes the wireless extension.

When you use an administrative telephone to make or receive a call from a data extension, the guest's name shows on the LCD when this option is set by the installer. For the name to show, the administrative telephone must not be in administrative mode.

To add a data wireless extension to a room, a guest must be checked in to the room. The wireless extension you are assigning to the room must not be identified as any other extension type.

To add a wireless extension to a room,

1. From an enabled administrative telephone, select the room.
2. Press OAI 15.
3. Press the Add soft key.
4. Enter the extension number you want to assign to the room.
5. Press the Enter soft key.

Heartbeat Feature

This installer-programmed (through button mapping on the digital communications system) feature causes an LED on the administrative telephones (OAI 20) to flash at two-second intervals to indicate the Concierge system is communicating with the telephone system. If the Concierge PC or its serial link to the telephone system malfunctions, the indicator will turn off or be on steady.

4

Staff Use of Room Telephones

Room Telephone Functions for Hotel Staff

This chapter discusses use of room telephones for hotel staff purposes. Hotel staff can perform the following functions from room telephones:

- remote answering of administrative station,
- transferring a call,
- maid log in/log out of room,
- enter room status.

Remote Answering of Attendant Station

To answer a call ringing at an administrative telephone from a room telephone,

1. Lift handset.
2. Dial * 4.
3. Dial extension number of ringing telephone.

Transferring a Call

To transfer a call answered on a room telephone to another telephone (room or administrative),

1. Quickly press and release telephone hookswitch if using an IST (flash button or TAP button on digital telephones).
2. Dial extension number that will receive transferred call.
3. Hang up.

—OR—

Wait on line for answer, announce the call, and hang up.

Logging In to a Room

To log in to a room,

1. Lift the guest telephone handset and dial maid system code (default code = #04).
2. Dial your maid identification number.
3. Hang up the telephone.

Logging Out of a Room

To log out of a room and enter the room status,

1. Lift the guest telephone handset and dial maid system code (default code = #04).
2. Dial your maid identification number.
3. Press the * key to indicate the room is clean, or press the # to indicate the room is unmade and hang up.
4. If Concierge is integrated with a PMS, press the appropriate room status button (see table on next page) and then hang up. The digit you enter in this step will override the entry you made in step 3. (Even if you have a PMS, you cannot skip step 3—it is required to get to step 4.)

Depending on which PMS system you are integrated with, the room status codes that maids enter when leaving a room will change. The following table lists the room status codes for the PMS systems currently supported by Comdial.

Room Status	Hitachi/Default Value	Encore Value
Made	1	4
Unmade	2	1
Maid in Room	3	2
Inspection Required	4	3
Maintenance Required	5	5
Out Of Order	6	6
Room is Reserved	7	7

Notes

5

Guest Telephones

Guest Use of Room Telephones

This chapter discusses procedures guests must use to operate their room telephones. This information is available to guests in the form of faceplate on their telephones; however, the information in this chapter will help you to assist guests if they have questions about operating their telephones.

Guests can perform the following functions from their room telephones:

- place outside calls,
- place inside calls,
- place speed dial calls,
- call the attendant,
- answer calls,
- retrieve a message,
- acknowledge a wakeup call,
- set a wakeup call,
- answer a call waiting tone.

Placing an Outside Call

Outgoing dialing plans may differ greatly from one location to another. For example: one hotel may dial 9 for both local and long distance calls, while another may be configured to dial 9 for local and 8 for direct dial long distance calls. The Concierge system's programming is very flexible in this regard. Please consult your system installer for instructions on how to place outgoing calls.

Placing a Call within the Hotel

To place a call within the hotel,

1. Lift handset and listen for dial tone.
2. Dial extension number.

Placing a Speed Dial Call

To place a speed dial call,

1. Lift handset and listen for dial tone.
2. Press *01 and then dial system speed dial number (000-999).

NOTE: Earlier systems have only *100-*299 or *100-*599 as system speed dials.

NOTE: See the system installer or the attendant's guide that came with your telephone system for procedures on programming system speed dials.

Placing Calls to the Attendant

To place a call to the attendant,

1. Lift handset.
2. Dial 0.

Retrieving a Message

To retrieve a message using an LCD proprietary telephone,

1. Observe blinking message waiting light.
2. Press the CALL softkey (softkeys are located under the LCD display) to retrieve the message.

To retrieve a message using a non-LCD proprietary telephone,

1. Observe blinking message waiting light.
2. Press INTERCOM + HOLD to retrieve the message.

To retrieve a message from an IST telephone,

1. Observe blinking message waiting light.
2. Press INTERCOM + voice mail code (default code = #, 00) to retrieve the message.

Setting a Wakeup Call

To set a wakeup call,

1. Dial the feature code (default code = *04).
2. Enter the wakeup time in 00:00 format.
3. Wait for the confirmation tone and hang up.

To cancel a wakeup call,

1. Dial the feature code (default code = *04).
2. Press the # key.
3. Wait for the error tone and hang up.

Answering a Wakeup Call

When the system issues a wakeup call to a guest, the guest's telephone will ring for one minute. If the guest does not answer the first wakeup call, the system issues two more wakeup calls at one-minute intervals. If the guest does not answer the third wakeup call, the system issues an alarm.

To answer a wakeup call,

1. Lift and replace handset when telephone rings.



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